



BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

FILED

03/29/22

04:59 PM

C2203020

Ray M. Nichols,

Complainant,

vs.

Pacific Bell d/b/a AT&T California (U1001C)
and AT&T Corp.(U5002C),

Defendants.

Case

Complaint
(Rule 4.2)

COMPLAINANT	DEFENDANTS
Ray M. Nichols 11144 Lucerne Avenue Culver City CA 90230 T: 310-838-5974 E-mail: rnimages@gmail.com	Pacific Bell d/b/a AT&T California (U1001C) and AT&T Corp.(U5002C) Attn: Mark Berry, Director Regulatory 430 Bush Street, 5 th Floor San Francisco CA 94108 T: 415-417-5018 E-mail 1: mark.berry@att.com E-mail 2: att-regulatory-ca@att.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Ray M Nichols

COMPLAINANT(S)

vs.

(B)

AT&T

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☐ YES

☒ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☒ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Ray M Nichols	11144 Lucerne Ave. Culver City, CA 90230	(310) 838-5974

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
AT&T	Not Listed	1-800-288-2020

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

I have an ongoing telephone outage were repair technicians have told me there are bad wires (copper) coming into my home. Technicians have been here 3 times in the past month and only bandaged the problem to get the phone working, This month I have about 15 days with no service. Each time it rains or there is moisture, my phone goes dead or harsh static with no dial tone. This last time I reported the issue on 12-23-21 and was scheduled for a repair on 12-26-21, but no technician came out on this date and no repair was made. I called the repair again and they now claimed that there is a larger issue effecting a larer area of outage and will fix by 12-31-21 without coming coming onto my property. When I checked outages for my area, there was no indication of outages at all, so I called again and they admitted the larger outage they claimed earlier was untrue, and told me because my lines are copper, they no longer will replace/repair the wires. Currently they will not schedule for access to my box at the house on a specific date. Currently, ATT is refusing to schedule a date or time for a technician to come to my home to properly fix. If they don't replace copper wires, this problem will persist.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Is AT&T allowed to abandon service of copper wires so the only phone line into my home does not work? (they are trying to up-sell to fiber-optics)

Is ATT allowed to put off and/or reschedule to later dates any repairs, and if so, for how long.

Is it okay for AT&T personel at the repair dividion to lie to customers about untruths regarding outages and why repair service is not being timely addressed?

Can AT&T continue to bill for days when phone service does not work, and if not, how do they refund?

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

Request hearings in Los Angeles. If my phone does not work, internet or zoom can be used.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

AT&T should adequately fix my phone outage problem so that rain or moisture in the future no longer causes phone outage. If new copper wires are required to permanently fix the ongoing problem, that AT&T replace those wires.

AT&T should refund for days of service not provided while my phone is not working.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

rnimages@gmail.com

(J)

Dated Los Angeles, California, this 28 day of December, 2021
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 12-28-21, at Los Angeles, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature12-28-21

DateRay Nichols

Print your name